

Utility Complaints Received in 2005

Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
COMMUNICATIONS	CHINA TELEPHONE COMPANY	3	33%		0%	4	44%	2	22%	9	2.5
	COBBOSSEECONTEE TELEPHONE COMPANY (TDS)	1	100%		0%		0%		0%	1	1.1
	COMMUNITY SERVICE TELEPHONE COMPANY	3	60%		0%	2	40%		0%	5	0.4
	HAMPDEN TELEPHONE COMPANY (TDS)	1	33%		0%	2	67%		0%	3	0.8
	HARTLAND & ST. ALBANS TELEPHONE COMPANY (TDS)		0%	2	67%	1	33%		0%	3	0.7
	ISLAND TELEPHONE CO. (TDS)		0%		0%		0%		0%	0	0.0
	LINCOLNVILLE TELEPHONE COMPANY		0%		0%		0%		0%	0	0.0
	MAINE TELEPHONE COMPANY	7	64%	1	9%	3	27%		0%	11	0.9
	MID MAINE TELECOM	3	60%		0%	2	40%		0%	5	0.8
	NORTHLAND TELEPHONE COMPANY OF MAINE	23	62%	1	3%	11	30%	2	5%	37	1.6
	OXFORD TELEPHONE COMPANY		0%		0%	1	100%		0%	1	0.2
	OXFORD WEST TELEPHONE COMPANY		0%	1	50%	1	50%		0%	2	0.3
	PINE TREE TELEPHONE COMPANY		0%	5	50%	4	40%	1	10%	10	1.5
	SACO RIVER TELEPHONE COMPANY	2	33%	2	33%	2	33%		0%	6	0.7
	SIDNEY TELEPHONE COMPANY	2	67%		0%	1	33%		0%	3	1.9
	SOMERSET TELEPHONE COMPANY (TDS)		0%	2	67%	1	33%		0%	3	0.2
	STANDISH TELEPHONE COMPANY	4	50%		0%	3	38%	1	13%	8	0.9
	TIDEWATER TELECOM, INC.		0%	4	67%	1	17%	1	17%	6	0.5
	UNION RIVER TELEPHONE COMPANY	1	50%	1	50%		0%		0%	2	1.3
	UNITEL, INC.		0%		0%	1	100%		0%	1	0.2
	VERIZON NEW ENGLAND, INC. D/B/A VERIZON MAINE	121	42%	63	22%	96	34%	6	2%	286	0.7
	WARREN TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
	WEST PENOBSCOT TELEPHONE COMPANY (TDS)		0%		0%		0%		0%	0	0.0
Industry Totals 23		171	43%	82	20%	136	34%	13	3%	402	0.7
ELECTRIC	BANGOR HYDRO-ELECTRIC COMPANY	20	16%	70	57%	31	25%	1	1%	122	1.1
	CENTRAL MAINE POWER COMPANY	117	22%	292	54%	129	24%	3	1%	541	0.9
	EASTERN MAINE ELECTRIC CO-OP, INC	2	67%	1	33%		0%		0%	3	0.2
	FOX ISLANDS ELECTRIC COOPERATIVE, INC	1	100%		0%		0%		0%	1	0.5
	HOULTON WATER COMPANY - ELECTRIC DEPT.		0%	5	63%	2	25%	1	13%	8	1.5
	ISLE-AU-HAUT ELECTRIC POWER COMPANY		0%		0%		0%		0%	0	0.0
	KENNEBUNK LIGHT & POWER DISTRICT		0%		0%		0%		0%	0	0.0

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ELECTRIC	MADISON DEPARTMENT OF ELECTRIC WORKS		0%	4	44%	5	56%		0%	9	3.6
	MAINE PUBLIC SERVICE COMPANY		0%	23	85%	4	15%		0%	27	0.8
	MATINICUS PLANTATION ELECTRIC COMPANY		0%		0%		0%		0%	0	0.0
	MONHEGAN PLANTATION POWER DISTRICT		0%		0%		0%		0%	0	0.0
	SWANS ISLAND ELECTRIC COOPERATIVE		0%		0%		0%		0%	0	0.0
	VAN BUREN LIGHT & POWER DISTRICT		0%		0%	1	100%		0%	1	0.7
Industry Totals 13		140	20%	395	55%	172	24%	5	1%	712	0.9
GAS	BANGOR GAS COMPANY, LLC		0%		0%		0%		0%	0	0.0
	MAINE NATURAL GAS, LLC.		0%		0%		0%		0%	0	0.0
	NORTHERN UTILITIES, INC	11	16%	24	34%	35	50%		0%	70	2.8
	Industry Totals 3	11	16%	24	34%	35	50%	0	0%	70	2.7
OTHER	OTHER		0%		0%		0%		0%	0	0.0
Industry Totals 1		0	0%	0	0%	0	0%	0	0%	0	0.0
WATER	ADDISON POINT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALFRED WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ALLEN WATER COMPANY		0%		0%		0%		0%	0	0.0
	ANDOVER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ANSON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - BUCKSPORT		0%	1	100%		0%		0%	1	1.5
	AQUA MAINE, INC. - CAMDEN/ROCKLAND MAIN OFFIC		0%		0%	1	100%		0%	1	0.1
	AQUA MAINE, INC. - FREEPORT		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - GREENVILLE		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - HARTLAND DIVISION		0%		0%		0%		0%	0	0.0
	AQUA MAINE, INC. - KEZAR FALLS		0%	1	100%		0%		0%	1	2.4
	AQUA MAINE, INC. - MILLINOCKET	1	100%		0%		0%		0%	1	0.5
	AQUA MAINE, INC. - OAKLAND		0%	2	100%		0%		0%	2	2.1
	AQUA MAINE, INC. - SKOWHEGAN		0%		0%		0%		0%	0	0.0
	ASHLAND WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	AUBURN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	AUGUSTA WATER DISTRICT		0%	1	50%	1	50%		0%	2	0.4

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Utility Type	Company	Service		Disconnect/ Notice		Billing		Miscellaneous		Total Complaints	Rate per 1000 Customers
		#	%	#	%	#	%	#	%		
WATER	BAILEYVILLE UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	BANGOR WATER DISTRICT	1	100%		0%		0%		0%	1	0.3
	BAR HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	BATH WATER DISTRICT		0%		0%	2	100%		0%	2	0.6
	BELFAST WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BERWICK WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	BETHEL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BIDDEFORD & SACO WATER COMPANY	2	100%		0%		0%		0%	2	0.1
	BINGHAM WATER DISTRICT		0%	1	100%		0%		0%	1	2.1
	BOOTHBAY REGION WATER DISTRICT	1	50%		0%	1	50%		0%	2	0.8
	BOWDOINHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BRIDGTON WATER DISTRICT		0%		0%	1	100%		0%	1	3.3
	BROWNVILLE WATER DEPARTMENT		0%	1	100%		0%		0%	1	2.1
	BRUNSWICK & TOPSHAM WATER DISTRICT		0%		0%		0%		0%	0	0.0
	BUCKFIELD VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	CALAIS (CITY OF) WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	CANTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CARIBOU UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	CASTINE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	CITY OF BREWER WATER DEPARTMENT		0%	1	50%	1	50%		0%	2	0.6
	CITY OF LEWISTON WATER DIVISION		0%		0%		0%		0%	0	0.0
	CLINTON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CORINNA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	CORNISH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DANFORTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	DEER ISLE CONSUMER OWNED WATER UTILITY		0%		0%		0%		0%	0	0.0
	DEXTER UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	DIXFIELD WATER DEPARTMENT		0%		0%	1	100%		0%	1	1.6
	DOVER-FOXCROFT WATER DISTRICT		0%	1	100%		0%		0%	1	1.0
	DRESDEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	EAGLE LAKE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	EAST MILLINOCKET WATER WORKS		0%		0%		0%		0%	0	0.0
	EAST PITTSTON WATER DISTRICT		0%		0%		0%		0%	0	0.0

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		#	%	#	%	#	%	#	%		
WATER	EAST VASSALBORO WATER SYSTEM		0%		0%		0%		0%	0	0.0
	ELLSWORTH WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	EUSTIS WATER DEPARTMENT		0%	1	100%		0%		0%	1	5.2
	EXETER WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FARMINGTON FALLS STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	FARMINGTON VILLAGE CORPORATION		0%		0%		0%		0%	0	0.0
	FORT FAIRFIELD UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	FORT KENT WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRANKLIN WATER DEPARTMENT		0%		0%	1	100%		0%	1	5.5
	FRIENDSHIP WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	FRYEBURG WATER COMPANY		0%		0%		0%		0%	0	0.0
	GARDINER WATER DISTRICT		0%		0%		0%		0%	0	0.0
	GRAND ISLE WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	GRAY WATER DISTRICT		0%	1	100%		0%		0%	1	1.1
	GREAT SALT BAY SANITARY DISTRICT		0%		0%		0%		0%	0	0.0
	GUILFORD/SANGERVILLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HALLOWELL WATER DISTRICT		0%		0%		0%		0%	0	0.0
	HAMPDEN WATER DISTRICT	1	33%	2	67%		0%		0%	3	1.8
	HARRISON WATER DISTRICT	1	100%		0%		0%		0%	1	3.0
	HEBRON WATER COMPANY		0%		0%		0%		0%	0	0.0
	HOULTON WATER COMPANY		0%	1	50%	1	50%		0%	2	1.0
	HOWLAND WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ISLAND FALLS WATER DEPARTMENT		0%	2	100%		0%		0%	2	8.5
	JACKMAN UTILITY DISTRICT - WATER DIVISION		0%		0%		0%		0%	0	0.0
	JAY VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KENNEBEC WATER DISTRICT	1	13%	5	63%	1	13%	1	13%	8	0.9
	KENNEBUNK/KENNEBUNKPORT/WELLS WATER		0%	1	33%	1	33%	1	33%	3	0.3
	KINGFIELD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	KITTERY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMERICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LIMESTONE WATER & SEWER DISTRICT		0%		0%		0%		0%	0	0.0
	LINCOLN WATER DISTRICT		0%	1	100%		0%		0%	1	0.8
	LISBON WATER DEPARTMENT	1	100%		0%		0%		0%	1	0.4

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		#	%	#	%	#	%	#	%		
WATER	LIVERMORE FALLS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LONG POND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	LUBEC WATER & ELECTRIC DISTRICT (WATER)		0%		0%		0%		0%	0	0.0
	MACHIAS WATER COMPANY		0%		0%		0%		0%	0	0.0
	MADAWASKA WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MADISON WATER DISTRICT	1	100%		0%		0%		0%	1	0.2
	MARS HILL UTILITY DISTRICT	1	100%		0%		0%		0%	1	4.7
	MECHANIC FALLS WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	MEXICO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILBRIDGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MILO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MONHEGAN WATER COMPANY		0%		0%		0%		0%	0	0.0
	MONSON UTILITIES DISTRICT		0%		0%		0%		0%	0	0.0
	MORRILL VILLAGE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	MOSCOW WATER DISTRICT		0%	2	100%		0%		0%	2	14.3
	MOUNT DESERT WATER DISTRICT		0%		0%	1	100%		0%	1	1.0
	MT. BLUE STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW PORTLAND WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEW SHARON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NEWPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORRIDGEWOCK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTH HAVEN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	NORTH JAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	NORTHPORT VILLAGE CORPORATION (WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	NORWAY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OLD TOWN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OQUOSSOC STANDARD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	ORONO-VEAZIE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	OXFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PARIS UTILITY DISTRICT		0%		0%		0%		0%	0	0.0
	PASSAMAQUODDY WATER DISTRICT	1	50%	1	50%		0%		0%	2	2.7

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WATER	PATTEN WATER DEPARTMENT		0%	1	50%	1	50%		0%	2	13.5
	PITTSFIELD WATER DEPARTMENT		0%	3	100%		0%		0%	3	2.5
	PLYMOUTH WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORT CLYDE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	PORTLAND WATER DISTRICT	1	4%	11	46%	12	50%		0%	24	0.5
	PRESQUE ISLE WATER DISTRICT		0%		0%		0%		0%	0	0.0
	QUANTABACOOK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RANGELEY WATER DISTRICT		0%		0%		0%		0%	0	0.0
	RICHMOND UTILITIES DISTRICT	1	100%		0%		0%		0%	1	1.8
	RUMFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SABATTUS SANITARY DISTRICT (WATER DEPT.)		0%		0%		0%		0%	0	0.0
	SANDY POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	SANFORD WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SEARSMONT VILLAGE WATER ASSN		0%		0%		0%		0%	0	0.0
	SEARSPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SMALL POINT WATER COMPANY		0%		0%		0%		0%	0	0.0
	OLON WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH BERWICK WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTH FREEPORT WATER DISTRICT		0%		0%		0%		0%	0	0.0
	SOUTHPORT WATER SYSTEM		0%		0%		0%		0%	0	0.0
	SOUTHWEST HARBOR WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	ST. FRANCIS WATER DISTRICT		0%	1	100%		0%		0%	1	25.6
	STARKS WATER DISTRICT		0%		0%		0%		0%	0	0.0
	STONINGTON WATER COMPANY		0%		0%		0%		0%	0	0.0
	STRONG WATER DISTRICT		0%		0%		0%		0%	0	0.0
	TENANTS HARBOR WATER DISTRICT		0%		0%		0%		0%	0	0.0
	TOWN OF WALDOBORO WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	VAN BUREN WATER DISTRICT		0%		0%	1	100%		0%	1	1.0
	VINALHAVEN WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WASHBURN WATER DEPARTMENT		0%		0%		0%		0%	0	0.0
	WATERBORO WATER DISTRICT		0%		0%		0%		0%	0	0.0
	WEST PARIS WATER DISTRICT		0%	1	100%		0%		0%	1	4.1
	WILTON WATER DEPARTMENT		0%		0%		0%		0%	0	0.0

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WATER	WINTER HARBOR WATER DISTRICT		0%		0%		0%		0%		0%	0	0.0
	WINTERPORT WATER DISTRICT		0%		0%		0%		0%		0%	0	0.0
	WINTHROP UTILITIES DISTRICT		0%		0%		0%		0%		0%	0	0.0
	WISCASSET WATER DISTRICT		0%		0%		0%		0%		0%	0	0.0
	YARMOUTH WATER DISTRICT		0%		0%		0%		0%		0%	0	0.0
	YORK WATER DISTRICT		0%		0%		0%		0%		0%	0	0.0
Industry Totals	154			14	16%	43	50%	27	31%	2	2%	86	0.4
WATER COMMON CARRIER	AIRPORT CAR & BOAT LEASING CORP		0%		0%		0%		0%		0%	0	0.0
	BAY EXPRESS WATER TAXI		0%		0%		0%		0%		0%	0	0.0
	CASCO BAY CHARTER, INC.		0%		0%		0%		0%		0%	0	0.0
	CASCO BAY ISLAND TRANSIT DISTRICT		0%		0%		0%		0%		0%	0	0.0
	CHEBEAGUE TRANSPORTATION SERVICE		0%		0%		0%		0%		0%	0	0.0
	EAGLE TOURS, INC		0%		0%		0%		0%		0%	0	0.0
	INTERCOASTAL MARINE TRANSPORT		0%		0%		0%		0%		0%	0	0.0
	ISLAND TRANSPORTER, LLC		0%		0%		0%		0%		0%	0	0.0
	JAMES A. HIGGINS		0%		0%		0%		0%		0%	0	0.0
	LIONEL PLANTE ASSOCIATES		0%		0%		0%		0%		0%	0	0.0
	MARINE TAXI SERVICE		0%		0%		0%		0%		0%	0	0.0
	MARINE TOWING SERVICES, INC		0%		0%		0%		0%		0%	0	0.0
	OLDE PORT MARINER FLEET, INC.		0%		0%		0%		0%		0%	0	0.0
	THE MARINE LIMOUSINE		0%		0%		0%		0%		0%	0	0.0
	THE WATER TAXI F/K/A PRESUMPCOT WATER TAXI		0%		0%		0%		0%		0%	0	0.0
	WILLARD CUSHING LLC D/B/A PORTLAND WATER TAXI		0%		0%		0%		0%		0%	0	0.0
	Industry Totals	16			0	0%	0	0%	0	0%	0	0%	0
Utility Totals	210			336	26%	544	43%	370	29%	20	2%	1,270	0.8